Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Board of Pardons and Parole	8 6	8 6
Customer Company Total	8 6	8 6

Board of Pardons and Parole

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Board of Pardons and Parole	8 0	8 0
Customer Company Total	8 0	8 0

Board of Pardons and Parole

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**	
	Low	**ATTIR Total**
Board of Pardons and Parole	8 0.06	8 0.06
Customer Company Total	8 0.06	8 0.06

Board of Pardons and Parole

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
Customer Company	**Low**	**MR Total**
Board of Pardons and Parole	8 0	8 0
Customer Company Total	8 0	8 0

Board of Pardons and Parole

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**	
	Low	ATTR Total
Board of Pardons and Parole	8 0.18	8 0.18
Customer Company Total	8 0.18	8 0.18

Board of Pardons and Parole

Detail

INC000000200686	Tammy Hart	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201580	Tammy Hart	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201581	Tammy Hart	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201585	Tammy Hart	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000201989	Alan Walker	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.21
	Voice Operations	Annette Nielsen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000204510	Tammy Hart	None	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	
INC000000205292	Angela Micklos	None	None	iPhone		TIR Missed: No	TIR:	0.00
	Security	Loren Snodgrass	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000205607	Bob Yeates	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.28
	Voice Operations	Annette Nielsen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	1.04